

BOURKLAND, KENNETH

COMPLAINT: 2006-06852

ILLINOIS COMMERCE COMMISSION
CSD AUTOMATED COMPLAINT TRACKING SYSTEM
INDIVIDUAL COMPLAINT REPORT

BASIC SCREEN INFORMATION

OPEN DATE: 04/25/2006
COUNSELOR: COOPER, JESSAMY
PRIORITY: URGENT

CUST NAME: BOURKLAND, KENNETH
CUST CONTACT: RATE CLASS: RESIDENTIAL
STREET: 6N347 OLD HOMESTEAD RD.
CITY/ST/ZIP: SAINT CHARLES, IL 60175
COUNTY: KANE
TELEPHONE 1: (630) 584-4972
TELEPHONE 2: EXT:

COMPANY: COMMONWEALTH EDISON COMPANY
CSD CONT UTL: 04/25/2006
SERVICE TYPE: ELECTRIC
OPEN PROBLEM: SERVICE
CONTACT: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY)
ACCOUNT #:
CASE ORIGIN: CONSUMER TELEPHONE
SERV STATUS: SERVICE ON
EXPLANATION: CUST'S COMPL- WORD FOR WORD IS:

THE UTIL SECONDARY POWER LINES ARE OUT OF COMPLAINEE. THE SECONDARY LINE ELEVATION ON THIS PROPERTY IS AS LOW AS 10 1/2 FEET AND EASILY ACCESSIBLE BY HUMAN CONTACT. THIS WAS MADE KNOWN TO COMED APPROX 5 YRS AGO AND THEY HAVE CHOSEN TO IGNORE THIS SAFETY HAZZARD. COVENANCES ON THIS AND ADJACENT PROPERTIES OF THIS SUBDIVISON ALLOW FOR THE KEEPING OF HORSES. UNDER THESE CIRCUMSTANCES UTIL REG STIPULATE A MIN. LINE ELEVATION OF 15 FT. BEFORE ANY TREE OR VEGETATION IS CUT I WOULD LIKE A REVIEW BY STATE AUTHOR, AND A COMPLETE REVIEW OF PAST COMED VIOLATION OF LAW IN THIS MATTER.
PLEASE ADVISE CUST AND ICC.

CLOSING SCREEN INFORMATION

EXTENSION GRANTED: EXTENSION EXPIRES: / /
CLOSE DATE: 05/05/2006 RESPONSE DAYS: 10
UTIL FINAL RESP DT: 05/05/2006
DETAIL PROB CODE: SERVICE
TIMELINESS OF PERFORMED SERV
SCHEDULING OR REPAIR
ADDITIONAL PROBLEM: ADDITIONAL N/A
RESOLUTION CODE: FORMAL
JUSTIFIED: YES, JUSTIFIED
FURTHER ACTION/REV: NO FURTHER ACTION
AMOUNT SAVED: 0

Comp

06-0726

E-2b

1/17/08

P.W

ACTUAL VIOLATION: NO VIOLATIONS/NOT APPLICABLE
VIOLATION NATURE:

ADDRESS INFORMATION NOT AVAILABLE

OPTIONAL SCREEN INFORMATION

MEDIATION NUMBER:
MEDIATION RESOLUTION:
FORMAL DOCKET NUMBER: 06-0726
FORMAL RESOLUTION: PENDING
RULE MODIFICATION:

NOTE PAD INFORMATION

COUNSELOR: COOPER, JESSAMY
ENTRY DATE: 04/25/2006
FAX: NO
NOTE PAD ENTRY: COMPLAINT SENT VIA INTERNET TO THE UTILITY

AUTOMATIC ENTRY:

ENTRY DATE: 04/26/2006
FAX: NO
NOTE PAD ENTRY: THE ELECTRONIC COMPLAINT WAS RECEIVED BY THE
UTILITY.
CUSTOMER NAME: BOURKLAND, KENNETH
ACK. DATE & TIME: 04/26/06 09:44 AM

AUTOMATIC ENTRY:

ENTRY DATE: 05/02/2006
FAX: NO
NOTE PAD ENTRY: PLEASE CALL KENNETH @ 630-584-4972 (10:30A AC)

AUTOMATIC ENTRY:

ENTRY DATE: 05/05/2006
FAX: NO
NOTE PAD ENTRY: COMPANY NAME: COMMONWEALTH EDISON COMPANY
ADDRESS: ONE FIRST NATIONAL BANK
CITY, ST, ZIP: CHICAGO, IL 60690
[COMPLAINT INFORMATION]
COMPLAINT INFORMATION
COMPANY: COMMONWEALTH EDISON COMPANY
PRIORITY: URGENT
OPEN DATE: 04/25/06
COUNSELOR: PURJ COOPER, JESSA
ILCC FILE #: 06852 SPRINGFIELD
RATE CLASS: RESIDENTIAL
CUST NAME: BOURKLAND, KENNETH
CUST CONTACT:
STREET: 6N347 OLD HOMESTEAD RD.
CITY/ST/ZIP: SAINT CHARLES, IL 60175
COUNTY: KANE
TELEPHONE #: (630) 584-4972

CAN BE REACHED #: () - EXT.:

ACCOUNT #:

SERVICE STATUS: SERVICE ON

SERVICE TYPE: ELECTRIC

CASE ORIGIN: CONSUMER TELEPHONE

CONTACT CODE: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO CO)

OPEN PROBLEM CODE: SERVICE

BRIEF EXPLANATION: CUST'S COMPL- WORD FOR WORD IS:

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THIS WAS MADE KNOWN TO COMED APPROX 5 YRS AGO AND THEY

HAVE CHOSEN TO IGNORE THIS SAFETY HAZZARD.

COVENANCE ON

THIS AND ADJACENT PROPERTIES OF THIS SUBDIVISON ALLOW FOR

THE KEEPING OF HORSES. UNDER THESE CIRCUMSTANCES UTIL

REG STIPULATE A MIN. LINE ELEVATION OF 15 FT. BEFORE ANY

TREE OR VEGETATION IS CUT I WOULD LIKE A REVIEW BY STATE

AUTHOR AND A COMPLETE REVIEW OF PAST COMED VIOLATION OF

LAW IN THIS MATTER.

PLEASE ADVISE CUST AND ICC.

[END OF COMPLAINT INFORMATION]

[COMPANY RESPONSE]

BRUCE CARTER, FIELD OPERATIONS SUPERVISOR REPORTS THAT ON 5-2-06, THE SLACK HAS BEEN PULLED OUT, BRINGING THE HEIGHT TO A MINIMUM OF 12' FEET. THIS IS OUR STANDARD MINIMUM CLEARANCE. THE CUSTOMER HAS BEEN NOTIFIED OF THIS CHANGE IN THE FIELD.

RESPONSE NAME: [BRUCE CARTER & JONNY ORTIZ]

(FREEFORM TEXT RESPONSE)

[DISPLAY OUTSTANDING MONEY FOR ACCOUNT 79446-21002]

OUTSTANDING BALANCE SUMMARY...

NEW CHARGES : \$0.00

CURRENT BILL : \$48.44

BALANCE FORWARD : \$0.00

BALANCE DUE : \$48.44

EXCESS CREDIT AMOUNT: \$0.00

UNBILLED BALANCE : \$0.00

BILL DUE DATE : 2006-05-17

NEXT READ DATE : 2006-05-24

COLLECTION ACTIVITY INFORMATION...

NEXT COLLECTION ACTION:

DATE NEXT ACTION :

DATE SOURCE

STATUS DEBITS(\$) CREDITS(\$) TOTAL BILL(\$)

BALANCE FORWARD BILLING DEMAND DAYS USED BILLING

KWH TOTAL MCF

2006-04-25 REGULAR BILL

0.00 0.00 48.44 0.00

0.00 32 0 0.0000

2006-04-25 ELECTRIC SERVICE

48.44 0.00 0.00 0.00

0.00 0 0 0.0000

2006-04-11 PAYMENT

0.00 47.06 0.00 0.00

0.00 0 0 0.0000

2006-03-24 REGULAR BILL

0.00 0.00 47.06 0.00

0.00 25 0 0.0000

2006-03-24 ELECTRIC SERVICE

47.06 0.00 0.00 0.00

0.00 0 0 0.0000

2006-03-09 PAYMENT

0.00 55.57 0.00 0.00

0.00 0 0 0.0000

2006-02-27 REGULAR BILL

0.00 0.00 55.57 0.00

0.00 32 0 0.0000

2006-02-27 ELECTRIC SERVICE

55.57 0.00 0.00 0.00

0.00 0 0 0.0000

2006-02-13 PAYMENT

0.00 52.59 0.00 0.00

0.00 0 0 0.0000

2006-01-26 REGULAR BILL

0.00 0.00 52.59 0.00

0.00 29 0 0.0000

2006-01-26 ELECTRIC SERVICE

52.59 0.00 0.00 0.00

0.00 0 0 0.0000

2006-01-09 PAYMENT

0.00 63.51 0.00 0.00

0.00 0 0 0.0000

2005-12-28 REGULAR BILL

0.00 0.00 63.51 0.00

0.00 36 0 0.0000

2005-12-28 ELECTRIC SERVICE

63.51 0.00 0.00 0.00

0.00 0 0 0.0000

2005-12-06 PAYMENT

0.00	48.17	0.00	0.00
0.00	0	0	0.0000
2005-11-22 REGULAR BILL			
0.00	0.00	48.17	0.00
0.00	28	0	0.0000
2005-11-22 ELECTRIC SERVICE			
48.17	0.00	0.00	0.00
0.00	0	0	0.0000
2005-11-11 PAYMENT			
0.00	55.57	0.00	0.00
0.00	0	0	0.0000

COUNSELOR: COOPER, JESSAMY
 ENTRY DATE: 05/05/2006
 FAX: NO
 NOTE PAD ENTRY: JUST BECAUSE THE CUST HAD TO CALL OUR OFFICE TO
 GET CO TO FIX THIS PROBLEM.

COUNSELOR: COOPER, JESSAMY
 ENTRY DATE: 09/27/2006
 FAX: NO
 NOTE PAD ENTRY: CUST SENT FOLLOW UP E-MAIL STATING-
 I HAVE BEEN CONTINUING AN ONGOING DIALOG WITH MR.
 PAUL CALIGAN, PUBLIC RELATIONS MANAGER FOR COMED.
 THE REAL ISSUE IS: COMED'S UTILITY LINES ARE
 STILL IN MY TREES BECAUSE THEY DO NOT HAVE THE
 PROPER HEIGHT ABOVE THE GROUND. COVENANTS ON
 THIS SUBDIVISION SPECIFICALLY ALLOW THE KEEPING
 AND RIDING OF HORSES. AS SUCH BOTH THE
 CONSTRUCTION STANDARDS AND THE NATIONAL
 ELECTRICAL SAFETY CODE SPECIFY A MINIMUM HEIGHT
 ABOVE GROUND BE NO LESS THAN 15 FEET. THE LINES
 ARE AT 12 FEET.
 THEIR LINES ARE IN VIOLATION OF USDA CONSTRUCTION
 STANDARDS AND ALSO IN VIOLATION OF THE NESC. AS
 THEY EXIST AT THIS TIME THEY CONSTITUTE A SAFETY
 HAZARD TO THE PUBLIC. SEE MY PREVIOUS COMPLAINT
 REGARDING THIS MATTER FILED DURING THE FIRST WEEK
 OF MAY, 2006. COMED STILL HAS NOT COMPLIED WITH
 THE FIRST COMPLAINT. THEY HAVE BEEN NOTIFIED THAT
 THE COVENANTS ARE AVAILABLE FROM THE KANE COUNTY
 RECORDER'S OFFICE. IGNORANCE OF THE COVENANTS IS
 NO EXCUSE.
 IN THE COURSE OF THEIR VISIT THIS MORNING THEY
 HAVE DONE ADDITIONAL DAMAGE TO THE MANAGED
 WOODLOT. ILLINOIS DEPARTMENT OF AGRICULTURE
 REGULATIONS SPECIFY THAT THEY ARE OBLIGATED TO
 COMPLETE A RESTORATION OF ANY DAMAGE COMMITTED
 PLEASE GIVE ME A FAX NUMBER WHERE I MAY SEND
 COPIES OF THESE COVENANTS AND REGULATIONS FOR
 YOUR REVIEW AND CONCURRENCY WITH MY CLAIMS.
 FOR SAFETYTHIS

CONTACT DATE: ONGOING DIALOG SINCE APRIL 2006
COMPANY RESPONSE:
COMED'S SUBCONTRACTOR, ASPLUND, UNDER THE DIRECT
SUPERVISION OF MR. PAUL MACELLI, A COMED
EMPLOYEE, PERFORMED A BLITZKRIEG ATTACK ON MY
PREMISES, TRESPASSING IN THE PROCESS RATHER THAN
STAYING UPON THE EASEMENT FOR THE SOLE PURPOSE OF
CUTTING TREES WHERE THERE LINES ARE IN THE TREES.
THIS IS NOT A CASE WHERE TREES ARE IN THE
UTILITY LINE BUT RATHER THIER LINES ARE DOWN INTO
THE TREES. TREES THAT WERE RECOMMENDED BY A
CONSULTANT FROM THE MORTON ARBORETUM, AFTER THEIR
LAST 2AM ATTACK UPON THE PREMISES, AND PAID FOR
BY COMED AS A PART OF AN OUT OF COURT SETTLEMENT.
I WAS INITIALLY NOTIFIED BY REGISTERED MAIL FROM
MR. MACELLI DATED APRIL 25TH, 2006. IT WAS AT
THAT TIME I CONSULTED MR. PAUL CALLIGAN OF COMED
TO SEEK A RESOLUTION IN THIS MATTER AND REQUESTED
AND WAS ASSURED THAT NO LINE CLEARING ACTIVITY BE
UNDERTAKEN. IN ADDITION I HAD A COMMITMENT FROM
MR. MACELLI THAT THEY WOULD NOT TAKE ANY ACTION
UNTIL THE ISSUE HAD BEEN RESOLVED WITH MR.
CALLIGAN. MR. MACELLI AND I HAD A FACE TO FACE
DISCUSSION OF THE MATTER AT 11:00 AM TODAY AT THE
SITE, AFTER I ARRIVED UPON THE SCENE AND CAUGHT
THEM IN THE ACT. WHEN I ASKED MR. MACELLI IF HE
HAD BEEN GRANTED PERMISSION FROM MR. CALLIGAN, HE
DID NOT HAVE AN ANSWER. IF HE HAD BEEN GIVER
PERMISSION THERE WOULD HAVE BEEN NO NEED TO
STAMMER, BUT SIMPLY SAY YES. NO PREVIOUS
NOTIFICATION OF THIS MORNINGS OPERATIONS WERE
EVER ISSUED AND NOW THE DAMAGE HAS BEEN DONE.
MR MACELLI APPARENTLY TOOK ACTION INDEPENDENTLY
OF COMED AUTHORIZATION.
RELIEF SOUGHT: HAVE COMED CORRECT THEIR UNSAFE
INSTALLATION IN THE MALLARD LAKE SOUTH
SUBDIVISION AND COMPLY WITH UDSA CONSTRUCTION
STANDARD "MECHANICAL DESIGN MANUAL FOR OVERHEAD
DISTRIBUTION LINES* AND NESC REGULATIONS.
*UNITED STATES DEPARTMENT OF AGRICULTURE.
RURAL ELECTRIFICATION ADMINISTRATION.
REA BULLETIM 160-2..
APRIL 1982

COUNSELOR: ALANIS, MARIA
ENTRY DATE: 09/27/2006
FAX: NO
NOTE PAD ENTRY: KENNETH BOURKLAND LEFT VOICE MAIL MESSAGE.
PLEASE CALL HIM AT 630-840-3813. (2:35P)

COUNSELOR: COOPER, JESSAMY
ENTRY DATE: 09/28/2006

FAX: NO
NOTE PAD ENTRY: I SPOKE W/ CUST @ 4:05 PM AND HE WOULD LIKE TO
FILE A FORMAL COMPL. HE STATES THAT NOBODY
CONTACTED HIM RE THIS COMPL BUT THAT THE TECH
ADVISED HIS NEIGHBOR THEY RAISED THE LINE 12 FT.
HE STILL FEELS THE LINE SHOULD BE AT 15 FT. HE
STATES THAT HE HAS GIVEN THE CO OPTIONS SUCH AS
BURYING THE LINE OR REMOVING THE LINE AND ADDING
ADD'L TRANSFORMERS. SENDING PATTI AN E-MAIL RE
FORMAL FORMS.

COUNSELOR: COOPER, JESSAMY
ENTRY DATE: 09/28/2006
FAX: NO
NOTE PAD ENTRY: I SENT PATTI AN E-MAIL TO HAVE FORMAL FORMS SENT
TO CUST.

COUNSELOR: ALANIS, MARIA
ENTRY DATE: 10/03/2006
FAX: NO
NOTE PAD ENTRY: PLEASE CALL KENNETH BOURKLAND AT 630-840-3813.
(2:28P)

COUNSELOR: ALANIS, MARIA
ENTRY DATE: 10/05/2006
FAX: NO
NOTE PAD ENTRY: PLEASE CALL KENNETH BOURKLAND AT 630-840-3813.
(2:11P)

COUNSELOR: COOPER, JESSAMY
ENTRY DATE: 10/05/2006
FAX: NO
NOTE PAD ENTRY: I CALLED CUST @ 630-840-3813 AND LEFT A VM- 4:26
PM.

COUNSELOR: BLUE, PATRICIA
ENTRY DATE: 10/06/2006
FAX: NO
NOTE PAD ENTRY: PLEASE CALL KEN BOURKLAND AT 630-840-3813. THANKS
(1:51PM)

COUNSELOR: COOPER, JESSAMY
ENTRY DATE: 10/06/2006
FAX: NO
NOTE PAD ENTRY: I CALLED CUST @ 3:10 PM AND HE WAS CKG ON THE
STATUS OF THE FORMAL FORMS. HE SAID THAT HE HAS
REC'D A COUPLE OF CALLS FROM COMED AND HE HASN'T
RETURNED THE CALLS BECAUSE HE DIDN'T KNOW IF HE

SHOULD SINCE HE'S PURSING HIS COMPL FORMALLY.
WHEN HE TOLD ME IT WAS JOHN PARISE CALLING HIM I
ADVISED HIM THAT HE'S CALLING RE HIS FORMAL COMPL
AND MORE THAN LIKELY TRYING TO RESOLVE THE ISSUE.
HE SAID HE PROBABLY SHOULD PROCEED W/ THE FORMAL
COMPL BECAUSE HE WANTS THIS TO BE FIXED IN HIS
ENTIRE SUBDIVISION AND FOR OTHERS. HE WILL CALL
JOHN BACK. I ADVISED I WILL KNOW WHAT HE DECIDES
TO DO IF THE FORMAL PAPERS COME ACROSS MY DESK.
HE WAS THANKFUL.

COUNSELOR: BLUE, PATRICIA
ENTRY DATE: 10/11/2006
FAX: NO
NOTE PAD ENTRY: PLEASE CALL KENNETH BOURKLAND AT 630-840-3813.
THANKS (1:58PM)

COUNSELOR: COOPER, JESSAMY
ENTRY DATE: 10/17/2006
FAX: NO
NOTE PAD ENTRY: REC'D CC FROM CHIEF CLERK'S OFFICE THAT FORMAL
FORMS WERE SENT TO CUST 10/12/06.

COUNSELOR: CROSNOE, ANGELA
ENTRY DATE: 08/20/2007
FAX: NO
NOTE PAD ENTRY: PLEASE CALL KENNETH BOURKLAND @ 630-840-3813
2:16P